



# TERMINAL TROUBLESHOOTING GUIDE

Whenever experiencing any issues within the Satellite Payment App, the first step is to always tap the **i** in the top right of the screen.

Satellite



(This will open a new page with the Terminal ID, Merchant ID, and Software version.)

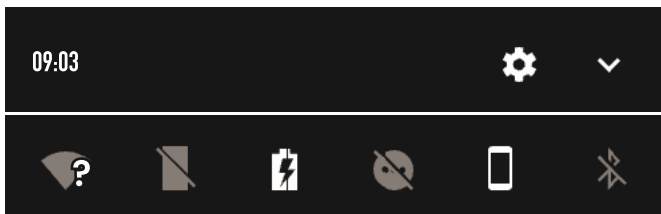
**When pressed, this also ensures that all configurations in the Database have been pulled down to the terminal. Please then test to see if the issue is still occurring.**



## CONNECTIVITY

### WIFI

- Ensure your personal WIFI network is turned on and has internet connection.
- Ensure your personal WIFI allows devices to connect to the network and no firewalls are blocking connections.
- Ensure WIFI is switched on by swiping down on the screen to show the Status Bar and the WIFI icon is enabled.
- Ensure the device is connected to the WIFI network and displays the Network name under the WIFI ICON in the Status Bar.



### 4G

- Ensure SIM Cards are inserted in the SIM1 & SIM 2 slots, located in the battery compartment.
- Ensure Cellular Data is turned on, by swiping down on the screen to show the Status Bar and the "Telstra 4G" icon is enabled.
- Additional Settings updates or checks may be required to be performed by the Spenda support team. Please call 1300 682 108 to go through these steps.

### LOG ON ERROR

- Please check your device is connected to the internet and the connection is strong. A weak or no signal will result in a Log on Error.
- Reboot the terminal and try again by pressing and holding the power button until the Power options appear.
- Press the Logon Button up to 6 times consecutively, to get a successful logon.

### HOST MESSAGE ERROR

- Please check your device is connected to the internet and the connection is strong. A weak or no signal will result in a Host message error.
- Reboot the terminal and try again by pressing and holding the power button until the Power options appear.
- Press the Logon Button up to 6 times consecutively, to get a successful logon.

### UNABLE TO ACCESS NAVIGATION OR STATUS BAR

- In the Satellite app, press the settings "Gear" and enter the Merchant Password. Ensure the boxes for Status and/or Navigation Bar are checked.

## UNKNOWN MERCHANT PASSWORD

- The default Merchant Password is "0000" if password has not been changed.
- If password has been changed, check with your team or managers if they know the password. This is the same password for refunds if you process them.
- If it's not a default password and unknown at the site, please contact Spenda support to assist in resetting the password.

## PRINTER ISSUES

- Ensure the Printer cover is closed correctly.
- Ensure Print roller is secure in place and not damaged.
- Ensure there is a paper roll inserted in the printer.
- Ensure the paper roll is inserted correctly with the roll upside down and the paper feed from the bottom, towards the front.
- If you wish to have receipts printed on the terminal, but it isn't printing or prompting, please confirm with the Merchant if they would like to print merchant receipts and/or customer receipts, then contact Spenda Support to enable printing.

## POWER/CHARGING ISSUES

- Ensure the battery is inserted correctly and there is no tape or anything covering the power connectors.
- Ensure the battery cover is closed and locked correctly.
- Ensure all charge cables are plugged in correctly and the power point is turned on.
- Ensure all charge cables are undamaged and free of any cracks or knicks in the cable.
- Ensure Charge Port is clean and undamaged.
- Ensure the Charge Cable connects into the Charge Port correctly and isn't loose and wiggles around easily.
- To test if the Battery is the problem, try switching the Battery in the terminal if an additional terminal is available. If this now works, the Battery will be damaged and needs to be replaced by contacting Spenda Support.
- To test if Charge Cable is the problem, try switching and using a different Charge Cable if available. If this now works, the Charge Cable will be damaged and needs to be replaced by contacting Spenda Support.
- If it's still not working after both the Battery and Charge Cable have been swapped over, the fault is likely with the terminal and will need to be replaced by contacting Spenda Support.

### TERMINAL KEEPS REBOOTING OR TURNING OFF/ON

- Check the Power button isn't damaged or stuck.
- Check the Battery level to ensure the Battery is charged.
- Remove the Battery and allow the terminal to switch off completely, then return the battery, connect to the power and try turning it back on.

### SATELLITE APP CRASHING/CLOSING

- Force close the app by pressing the "Square" button in the Navigation bar and "Clear All" apps. Then reload the Application.
- Close the application and reboot the terminal.

### CARD TAP ISSUES

- Ensure the customer is tapping their Card or Phone in the correct spot on the terminal. The correct place to tap is identified by the below symbol.

### DECLINE DUPLICATE TRANSMISSION

- This is an error that occurs due to an issue in the Spenda Terminal Database. Please contact Spenda Support to assist in fixing the issue.

### DECLINE CANNOT ROUTE

- This is an error that occurs when there is a configuration issue with the terminal in the Spenda Terminal Database.
- Perform basic trouble shooting. If the terminal is still displaying "Decline Cannot Route " then this will need to be raised to Spenda Support.

### SLOW TRANSACTION PROCESSING TIME

- Ensure your internet connection is strong. Low/No signal will result in a slow processing time.
- If card was tapped, ensure the card was tapped correctly when requested.

### TERMINAL NOT CONNECTING WITH POS

- Ensure your POS details are set up correctly as per the detail provided to you by Spenda IE: Sale ID, POI ID and KEK ID.
- Ensure your internet connection is strong on both POS and Terminal. Low/No signal will result in slow/no connection.
- Contact the Spenda Support Team to confirm details are loaded in Terminal Database the same as listed for the POS.

### PAY@TABLE CONNECTION ERROR/DELAY

- Ensure Wi-Fi is turned on and is connected to the Terminal, as Pay@Table requires a Wi-Fi connection.
- Check other terminals to test that they are connecting correctly with Pay@Table.
- If you have a Terminal that is working, on both the working and not working terminals, go to the Settings "Gear" in the Pay@Table app.
- Enter the Merchant Passcode (Default 0000) and confirm the URL defined is matching on both terminals.
- If the URLs do not match, click on the URL on the terminal that is NOT working and update this, to match the terminal that is working.
- Select "Save" and then test.
- If this is still not working after the above, please escalate the issue as there may be some Integration issues with the Merchants POS back office that will need to be investigated by Spenda Support.

### ANDROID PASSWORDS

#### PAX Devices

- pax9876@@
- pax9876
- 9876@@
- 9876

#### Ingenico DX8000

- 350000